

PART II

Supervising Supply Management

This section is intended for the person who supervises the staff responsible for managing contraceptive supplies. In addition, logistics staff can use this section to informally evaluate their logistics system.

Principles of Supervision

Good supervision is essential to a well-run family planning program. A supervisor's primary job is to guide and support staff so they can perform their tasks well. The supervisor must make sure that staff have the knowledge and skills to carry out their logistics activities; this can mean providing on-the-job training if an employee's skills need improvement.

It is extremely important for a supervisor to notice and comment on things that are being properly managed as well as to solve problems.

A supervisor's tasks are to:

- Praise and reinforce good work.
- Support employees by helping them get what they need to do their jobs well.
- Work with staff to resolve problems.
- Identify staff training needs.
- Train staff in the necessary skills, or arrange for training.
- Follow up on problems and requests.
- Motivate staff and remind them of the principles and goals of the family planning program.
- Ensure that established logistics guidelines and procedures are known and followed.

Conducting a Site Visit

When a supervisor visits a service delivery site, the contraceptive logistics system is one of the aspects of the program that should be examined. The supervisor can use all or some of the following questions, grouped by category, to check whether the logistics system is operating properly.

Any “No” answer indicates a problem that should be addressed.

Inventory Management

	Yes	No
Record keeping:		
Are the inventory records up to date? (Check the stock cards/inventory control records to see how recently they have been used.)	<input type="checkbox"/>	<input type="checkbox"/>
Are the inventory records accurate? (Do they agree with what’s on the shelves?)	<input type="checkbox"/>	<input type="checkbox"/>
Is the arithmetic correct?	<input type="checkbox"/>	<input type="checkbox"/>
Are complete records kept of the quantities of contraceptives dispensed to users?	<input type="checkbox"/>	<input type="checkbox"/>
Do the calculated quantities on the stock cards generally agree with the inventory quantities?	<input type="checkbox"/>	<input type="checkbox"/>
Stock levels:		
Are the stock levels for each contraceptive between the minimum and maximum levels?	<input type="checkbox"/>	<input type="checkbox"/>
Has the Average Monthly Consumption been calculated recently and accurately?	<input type="checkbox"/>	<input type="checkbox"/>
Has the outlet successfully avoided stockouts?	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
Quality assurance:		
Is there a system for performing quality checks to ensure that contraceptives are usable?	<input type="checkbox"/>	<input type="checkbox"/>
Are contraceptives checked for quality immediately before they are dispensed to users?	<input type="checkbox"/>	<input type="checkbox"/>
Are all reported problems documented?	<input type="checkbox"/>	<input type="checkbox"/>
Physical inventory:		
Is a physical inventory conducted at least once a year? (In a small facility it should be every one to two months.)	<input type="checkbox"/>	<input type="checkbox"/>
Ordering:		
If the outlet orders its supplies, are orders placed on time in order to maintain inventories between the set maximum and minimum levels?	<input type="checkbox"/>	<input type="checkbox"/>
Are the quantities to order calculated correctly?	<input type="checkbox"/>	<input type="checkbox"/>
Reporting:		
Are reports submitted on time?	<input type="checkbox"/>	<input type="checkbox"/>
Are any reports missing in the last six months?	<input type="checkbox"/>	<input type="checkbox"/>
Are reports filled out correctly?	<input type="checkbox"/>	<input type="checkbox"/>
Is the information in the reports accurate?	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
Disposal:		
Is there an annual survey of expired or damaged contraceptives, or physical inventories when unusable contraceptives are set aside?	<input type="checkbox"/>	<input type="checkbox"/>
Are damaged or expired contraceptives removed and disposed of according to program guidelines?	<input type="checkbox"/>	<input type="checkbox"/>
Materials:		
Is there a logistics or supply manual available to the staff?	<input type="checkbox"/>	<input type="checkbox"/>
Is there an adequate supply of the correct forms for reporting and ordering?	<input type="checkbox"/>	<input type="checkbox"/>
<i>Storage Conditions</i>		
Properly stacked supplies:		
Are cartons stacked no more than 2.5 meters high?	<input type="checkbox"/>	<input type="checkbox"/>
Are stacks off the floor (on pallets or shelves)?	<input type="checkbox"/>	<input type="checkbox"/>
Are stacks away from the wall?	<input type="checkbox"/>	<input type="checkbox"/>
Is there adequate space (at least 30 centimeters/1 foot) between stacks?	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
Organization:		
Are the most frequently used commodities stored in an easily accessible place?	<input type="checkbox"/>	<input type="checkbox"/>
Are the contraceptives stored separately by method and product?	<input type="checkbox"/>	<input type="checkbox"/>
Are the unusable contraceptives stored away from the usable ones?	<input type="checkbox"/>	<input type="checkbox"/>
Preventing expiration:		
Are the boxes clearly marked with expiration dates?	<input type="checkbox"/>	<input type="checkbox"/>
Are the boxes arranged according to FEFO? (Are the commodities that will expire first kept in front or in a more readily accessible location?)	<input type="checkbox"/>	<input type="checkbox"/>
Temperature:		
Is the temperature of the storage area below 40°C?	<input type="checkbox"/>	<input type="checkbox"/>
Ventilation:		
Are there fans or a ventilation system to circulate air throughout the storage area during hot weather?	<input type="checkbox"/>	<input type="checkbox"/>
Dryness:		
Are the floors and walls dry?	<input type="checkbox"/>	<input type="checkbox"/>
Are roofs, windows, and doorways without leaks?	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
Work space:		
Is there sufficient storage space for all the needed commodities?	<input type="checkbox"/>	<input type="checkbox"/>
Is the storage area large enough to allow for distributing, receiving, and checking supplies?	<input type="checkbox"/>	<input type="checkbox"/>
Lighting:		
Is there sufficient light to read product identification marks and labels easily?	<input type="checkbox"/>	<input type="checkbox"/>
Are contraceptives protected from direct sunlight and fluorescent light?	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness:		
Is the storage area clean, tidy, and free of dust?	<input type="checkbox"/>	<input type="checkbox"/>
Orderliness:		
Are only contraceptives and other necessary supplies kept in the contraceptive storage area? (Chemicals should be kept away from contraceptive supplies, and the area should not be cluttered with broken medical equipment, old files and materials, and other objects.)	<input type="checkbox"/>	<input type="checkbox"/>
Preventing damage:		
Are open condom cartons kept away from electric motors, fluorescent lights, and heat?	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
Pest-free:		
Are storage areas free from signs of pests and rodents (live or dead insects, insect eggs, cartons that show signs of chewing or boring)?	<input type="checkbox"/>	<input type="checkbox"/>
Security and safety:		
Is there a security system that limits access to the storage area?	<input type="checkbox"/>	<input type="checkbox"/>
If the storage area has doors and windows, are they secured?	<input type="checkbox"/>	<input type="checkbox"/>
Are fire extinguishers readily accessible?	<input type="checkbox"/>	<input type="checkbox"/>
Access:		
Is an authorized person with a key available during all service hours so that clinic staff can get supplies when they need them?	<input type="checkbox"/>	<input type="checkbox"/>

If you answered NO to any of the questions above, then the situation needs to be corrected. Remember that a manager's job is to: search out the necessary information, analyze it, decide in consultation with staff what actions need to be taken, and then act.

If there is a problem, begin by talking with the employees and ask them the reason (or reasons) for the problem. Then work with them to develop a solution.

If you find a problem on one visit and work with the staff to identify a solution, you should check that situation again on the next visit to see if things are going well or more assistance is needed.

In addition to asking the questions above, a supervisor must consider the following situations:

- Has there been a change in demand lately? (Look at the trend in Average Monthly Consumption)
- Have there been any shortages or stockouts? (If so, identify the cause)
- Have there been any problems in getting supplies (such as delays and insufficient quantities sent)?
- What is the rate of loss of commodities in the system (i.e., loss due to expiration, damage, disappearance, etc.)? Is this rate so high that it constitutes a problem?
- What are all the logistics activities that have been well managed lately?

Contraceptive Supply Manual

A manual that describes how the contraceptive supplies system is organized and managed is an essential tool for both the clinic worker and the supervisor. Both new and experienced staff need to be able to look up logistics procedures.

The contraceptive supply manual should describe how to:

- Properly store all contraceptives.
- Calculate the AMC and maximum and minimum quantities.
- Order supplies (regular orders and emergency orders) if the facility orders its own supplies.

The manual should also contain the following:

- The Max/Min levels to be maintained.
- The schedule of ordering and delivery.
- All the forms used in the clinic and instructions for filling them out.
- Supervisory tools, instructions, and guidelines.
- Job descriptions for the person(s) in charge of managing supplies.

Such a manual would usually be produced by the program's central office. If one does not exist, the supervisor should call upon the central office to produce one.

